



Attorney Docket No. FINL-005/00US

PATENT

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I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Mail Stop Non-Fee Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.  
Date: August 7, 2003

By: Sherry Duncan Bitler  
Sherry Duncan Bitler

8/19/03  
B Ross  
N.E'

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of Burgin et al.

Serial No. 09/944,676

Examiner: K. Christman

Confirmation No.: 8505

Art Unit: 3713

Filed: 08/31/2001

FOR: SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT

Mail Stop Non-Fee Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**RESPONSE TO OFFICE ACTION**

Sir:

In response to the Office Action of May 14, 2003, please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 7 of this paper.